Cisco IP Phone Training

8945 IP Phone

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Agenda

- Basic IP Phone Usage
- Advanced IP Phone Features
- IP Phone Customization
- What's Next?

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Cisco Unified Communications

- What is Unified Communications?
- Why is BGSU moving to Unified Communications?
- What are the differences between my old phone and my new phone?
- What changes should I be aware of?

  There are new features, but there will be no changes in basic phone functions!

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The Basics

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Your Cisco 8945 IP Phone

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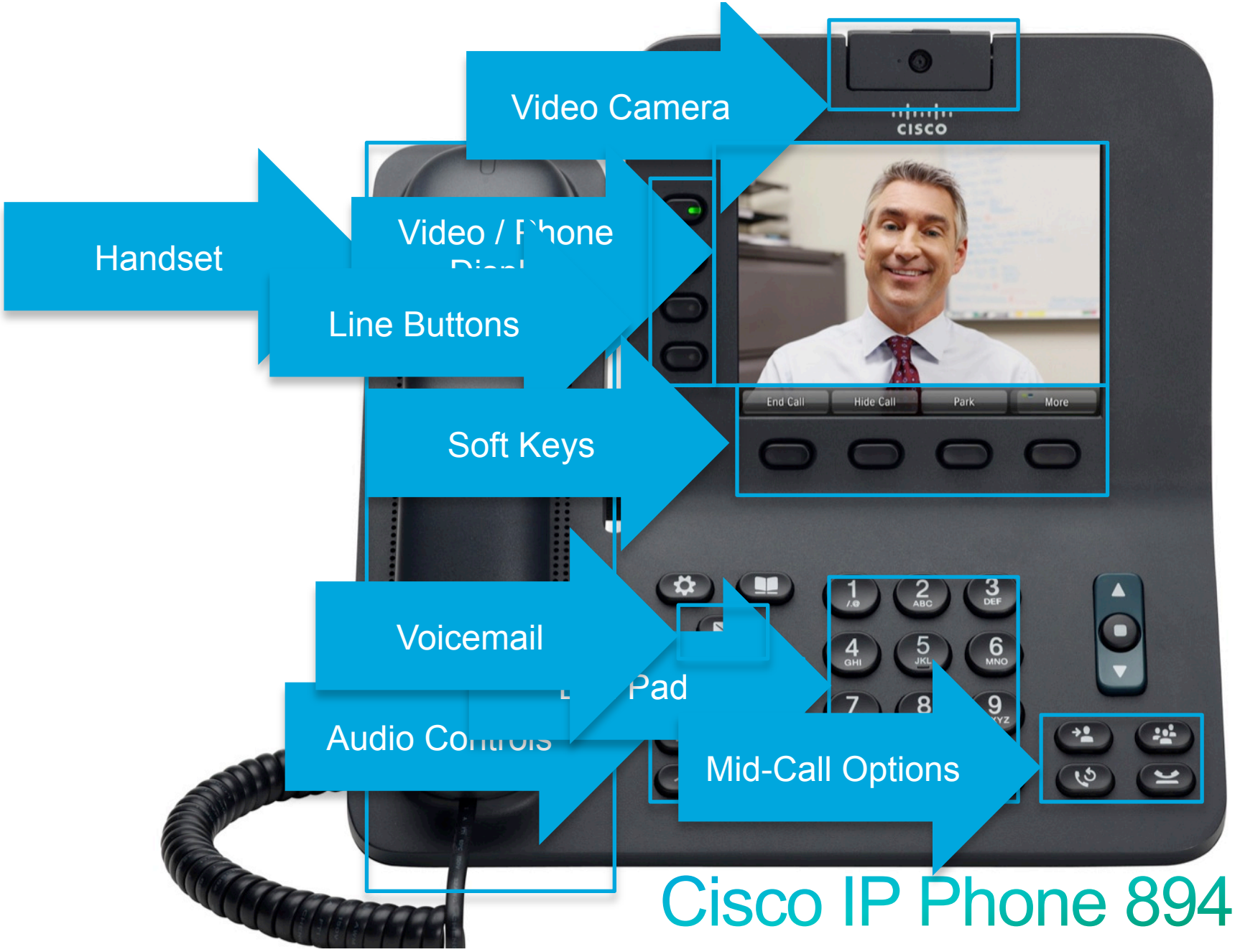

Cisco IP Phone 8945

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Making a Call

There are multiple ways to initiate a call on your new phone.

1. Lift the handset and begin to dial, just like you would on your home phone.
2. Press the Speaker Phone button and begin to dial.
3. Press the button next to the phone number you wish to call from (the Line button) and begin to dial.

4. Dial the number first, then choose any of the above options to place the call.

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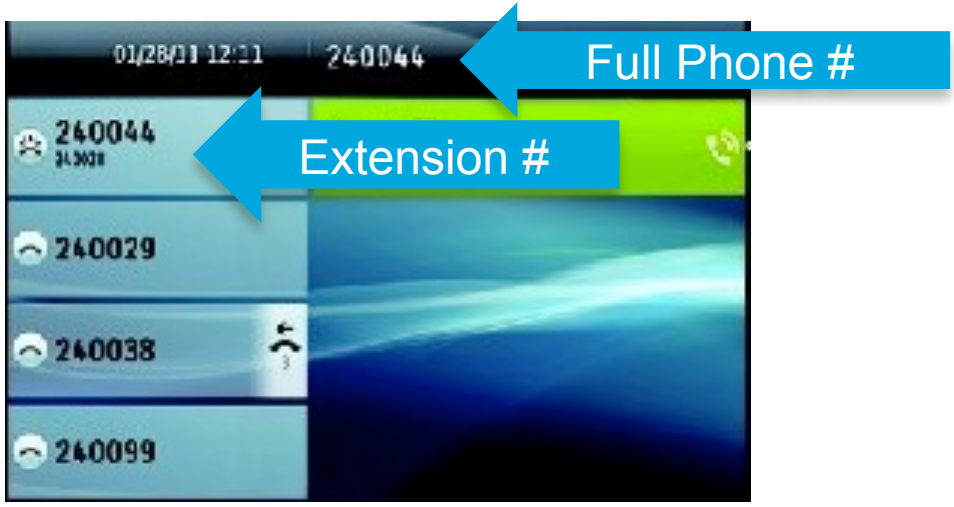
Dialing Options

What is my number?

You can locate both your full external telephone number and your 5 digit extension number in the display of your IP Phone.



- External Calls

  Dial “9”, then enter the telephone number you wish to call.

- Internal Calls (Calling others within BGSU)

Your extensions are the same 5-digit numbers you have now. Dial a colleague’s 5-digit extension number to call them.

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Ending a Call

Just as with making a call, you have several options for ending your call.

1. If you are talking on your handset, simply place the handset back in the receiver to end the call.
2. Press the soft key located under the word End Call in the display of your IP Phone.

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Answering a Call

There are multiple ways to answer a call on your new phone.

1. Lift the handset, just like you would on your home phone.
2. Press the Speaker Phone button.
3. Press the button next to the phone number (the Line button) which is ringing.

The Caller ID of the person calling you will appear in the display.

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Video Calling

- Your IP Phone is equipped with a video camera to increase the effectiveness of your communications.

Video Camera

Video Display

To temporarily disable your video from transmitting, press the Video Mute button.

- Video will not automatically appear when you are connected to another user with video capabilities. To present your video to the caller, press the red Video Mute button.

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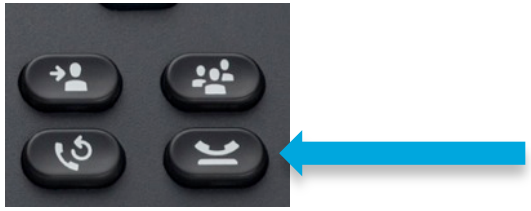
Placing A Call on Hold

When you place a call on hold, the person on hold hears music and you can not hear them. You should use hold if you are going to to step away from your desk during a call, or need to leave the conversation for a brief period of time.

- To place a call on hold, press the Hold button.

  Hanging up the handset will not disconnect the call when the caller is on hold.



  The hold icon will appear next to the call in the display of your IP Phone to indicate the call is currently on hold.

- To return to the call, press the soft key under the word Resume in the IP Phone display.

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Placing A Call on Mute

When you place a call on Mute, you can still hear the caller, but they cannot hear you. You should use mute if you want to remain in the conversation but do not wish to be heard. The other person (or people) on the phone will not have any indication you have momentarily silenced your end of the conversation.

- To place a call on mute, press the Mute button. The button will remain lit in red to indicate the call is currently on mute.

Muting your phone will NOT mute your video!

- To remove yourself from mute, simply press the Mute button again. The button will no longer be lit.

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Transfer a Call

When you have a call on your line, you may transfer that call to anyone in or outside your agency.

1. With the call live on your line (not on hold), press the Transfer button. This will put the caller on hold automatically, and you will hear dial tone.

2. Enter the telephone number you wish to transfer to. You will need to enter this just as you would dial it directly from your phone.
3. You may either press the Transfer button again to immediately complete the transfer, or you may wait for the other person to answer the call, speak to them, then press Transfer again when you are ready.

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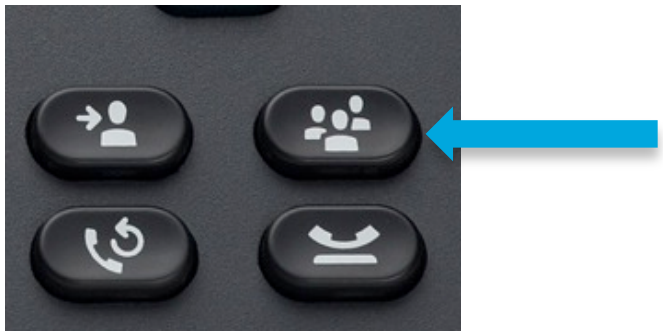
Conference Calls

Conference Calls allow you to be on a single phone call with 5 additional participants.

1. With the first participant on an active call, press the Conference button. This will place the first caller on hold.
2. Once the second call is answered, press the Conference button again to add the second call to the first. You can now talk to both participants at the same time.



If your first call is a video call, when you add a second call video will stop. Video conference is not supported.

Repeat the above steps to add up to 4 more calls.

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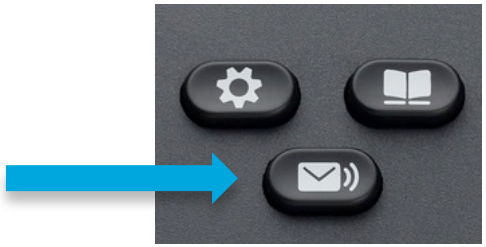
Working With Voicemail

When you have a voice message in your mailbox, the red light on your IP Phone handset will illuminate.

To check your messages from your IP Phone, press the Messages button, then enter your PIN followed by # when prompted.



When you have a message, your handset will light and an envelope will appear next to the line with the message.

You may also check your voicemail messages from outside your office using any telephone.

1. Dial your own telephone number. When your voicemail greeting begins to play, press the Star * Button on your phone's keypad.
2. Enter your PIN followed by # when prompted.

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Advanced Features

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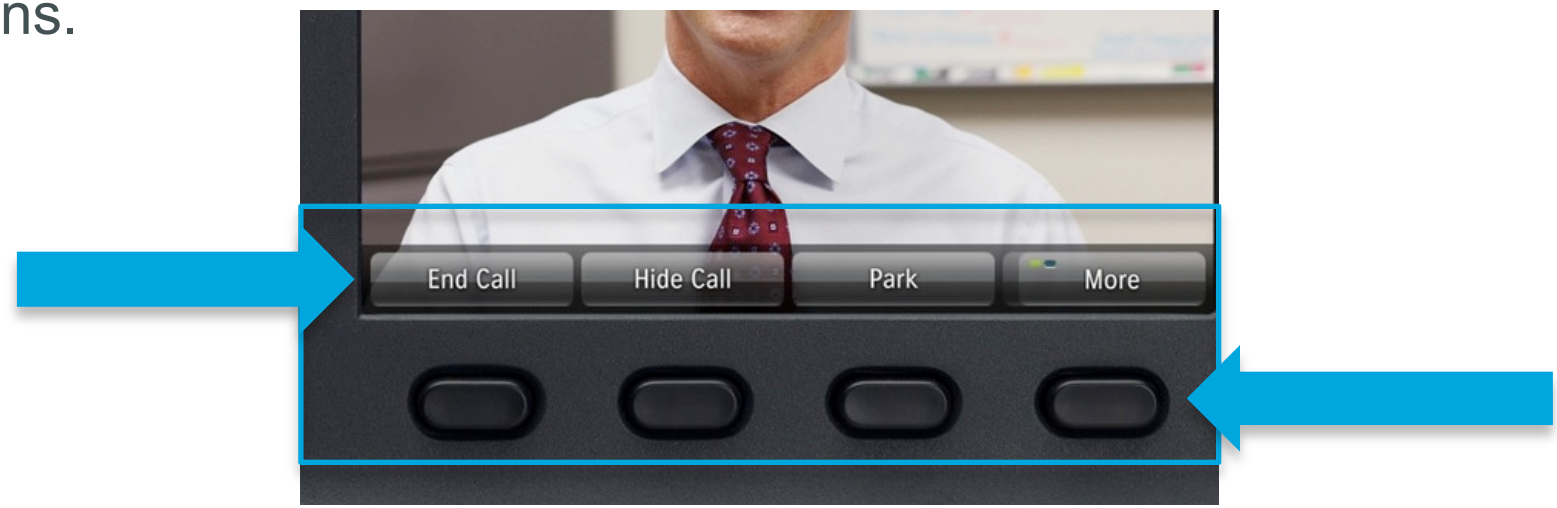
Soft Keys

Soft keys are pre-programmed options that will change depending on the current state of your phone. For example, if you are on an active call, you may see End Call and Call Park in the display above the buttons, but when your phone is ringing, you will see Answer and iDivert (send direct to voicemail) above those same buttons.



Soft keys offer more advanced features, such as Call Forward, Redial, and Speed Dial.

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Forward All Calls

You have the ability to forward all your telephone calls to another extension, an external telephone number, or your voicemail. When your IP Phone is forwarded, your IP Phone will not ring with incoming calls.

1. Press the soft key under the Fwd All in the IP Phone display.
2. Enter the phone number you wish to forward your calls to, exactly how you would dial it directly from your IP Phone.
3. The phone number your calls are forwarding to will be shown in the display of your IP Phone.
4. To cancel the forwarding, press the Fwd Off soft key.

To forward to voicemail, press the Fwd All soft key, then press your Messages button.

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Do Not Disturb

Do Not Disturb allows you to temporarily silence your phone from ringing with any new calls without sending callers directly into your voicemail. You will still have visual indication of incoming calls.

To activate Do Not Disturb on your phone, press the DND soft key. You will see the Do Not Disturb message appear indicating your phone is in Do Not Disturb mode.

To turn off Do Not Disturb, press the DND soft key again. The Do Not Disturb message will be removed from the display.

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Divert

- When an incoming call is ringing on your line, you have the option to send the caller directly to your voicemail by pressing the Divert soft key.

- Note: When you use Divert, calls will always be delivered into **YOUR** voicemail inbox, regardless from where the call was forwarded. When calls Ring No Answer, the caller will be delivered into the voicemail inbox of the original person they called, provided they have voice mail. Within the caller ID of the caller, the system will tell you if it is a forwarded call.

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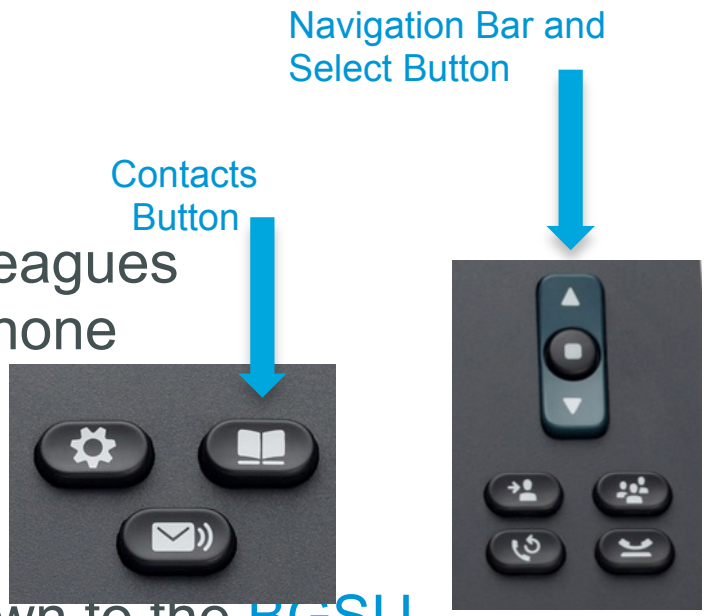
BGSU Directory



You can look up the phone numbers of colleagues and dial them directly from your Cisco IP Phone using the Contacts button.

1. Press the Contacts button.
2. Use the Navigation Bar to scroll down to the BGSU Directory.
3. Press the Select button located in the middle of the Navigation Bar.
4. Search for a colleague by entering some or all of the information in the First Name and Last Name fields, then select Search.
5. When you locate the person you wish to reach, highlight the name, press Select, then press Dial.

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Call History

You can view a list of all past received, placed, and missed calls.

1. Press the Applications button.
2. The first option will be Call History. Press the Select button in the center of the Navigation Bar.

To dial from Call History, use the Navigation Bar to highlight the number you wish to call, then lift the handset or press the Speaker button.

Your last 150 calls will be saved.

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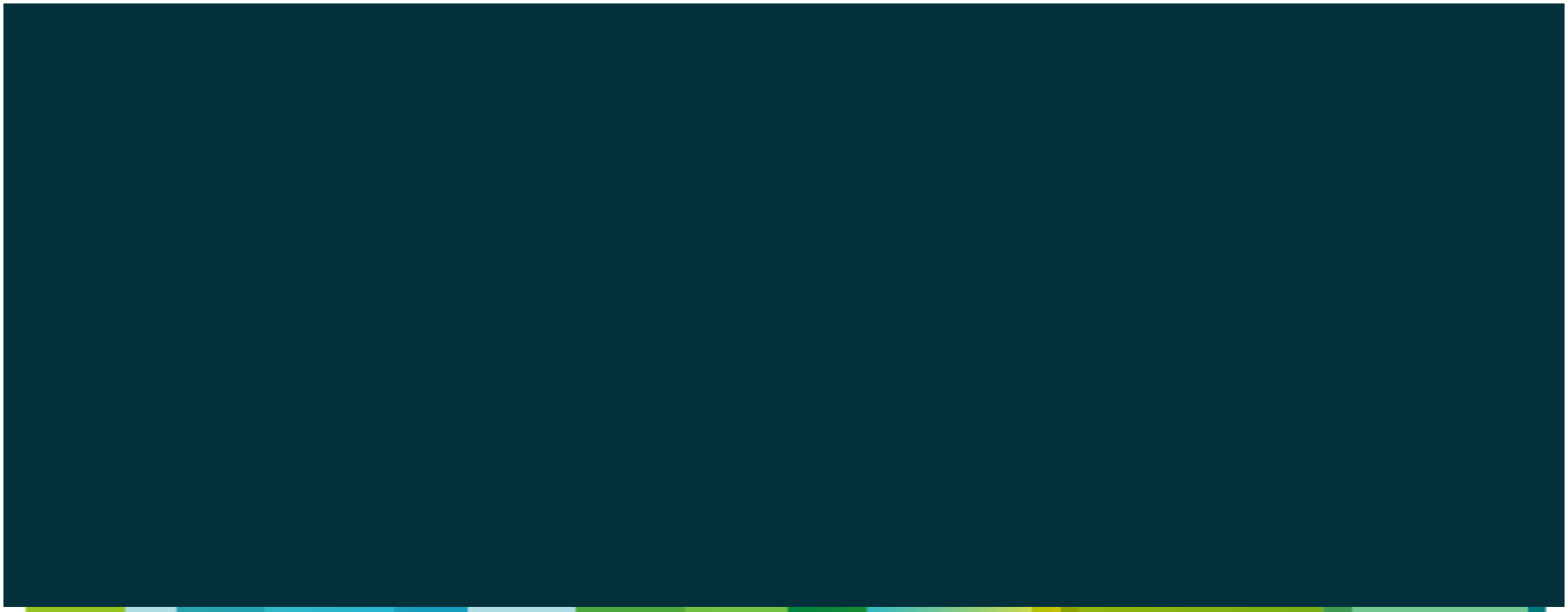
Customizing Your IP Phone



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Change Your Ringtone

You can choose a custom ringtone for your phone to distinguish it from other ringing phones.

1. Press the Applications button.
2. Use the Navigation Bar to scroll to Preferences, then press the Select button in the middle of the Navigation Bar.
3. Ringtone should be the first option in your list. Press the Select button.
4. You can listen to all 29 ringtones by scrolling through the list, then selecting Play.
5. When you find the ringtone you like, select Set, then Apply to save the changes on your IP Phone.

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Other Customizations

- You may change the angle of your phone by adjusting the stand.
- You can change the contrast on your phone display by pressing the Applications button, then choosing Contrast. Use the Navigation Bar to increase or decrease the contrast.
- You may use the Volume Bar to change the volume of the ringer when you are not on an active call, or change the handset volume when you are on an active call.

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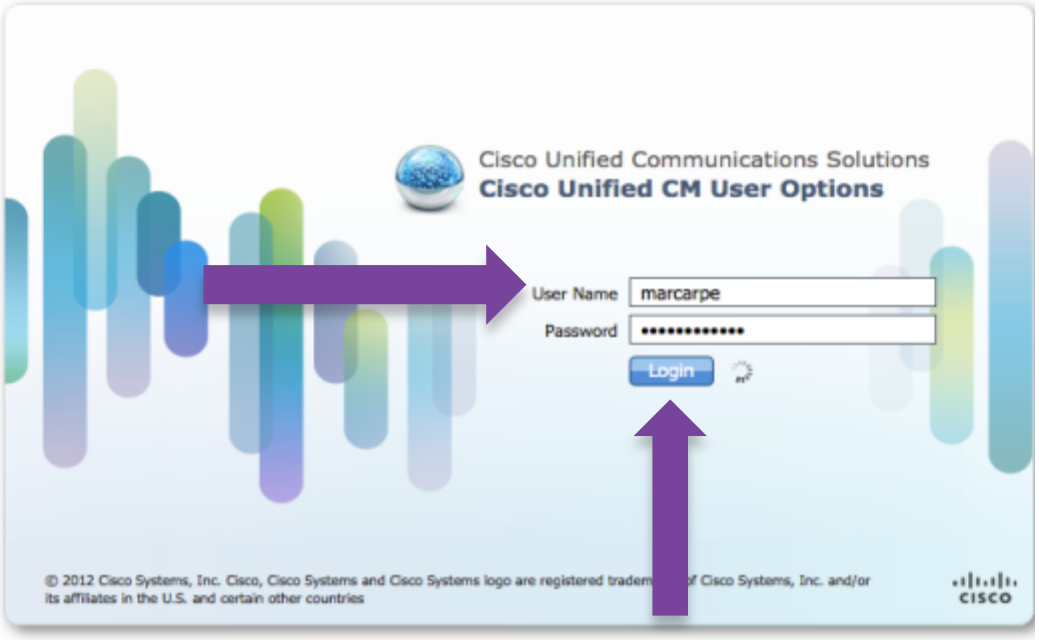
Creating Speed Dial Entries

- You may create up to 199 speed entries for frequently called contacts. To do this, you must open a web browser and navigate to the Communications Manager User Options website located at:

http://MyPhone.bgsu.edu/ucmuser



1. Enter your BGSU Username and Password.
2. Click the Login button to continue.

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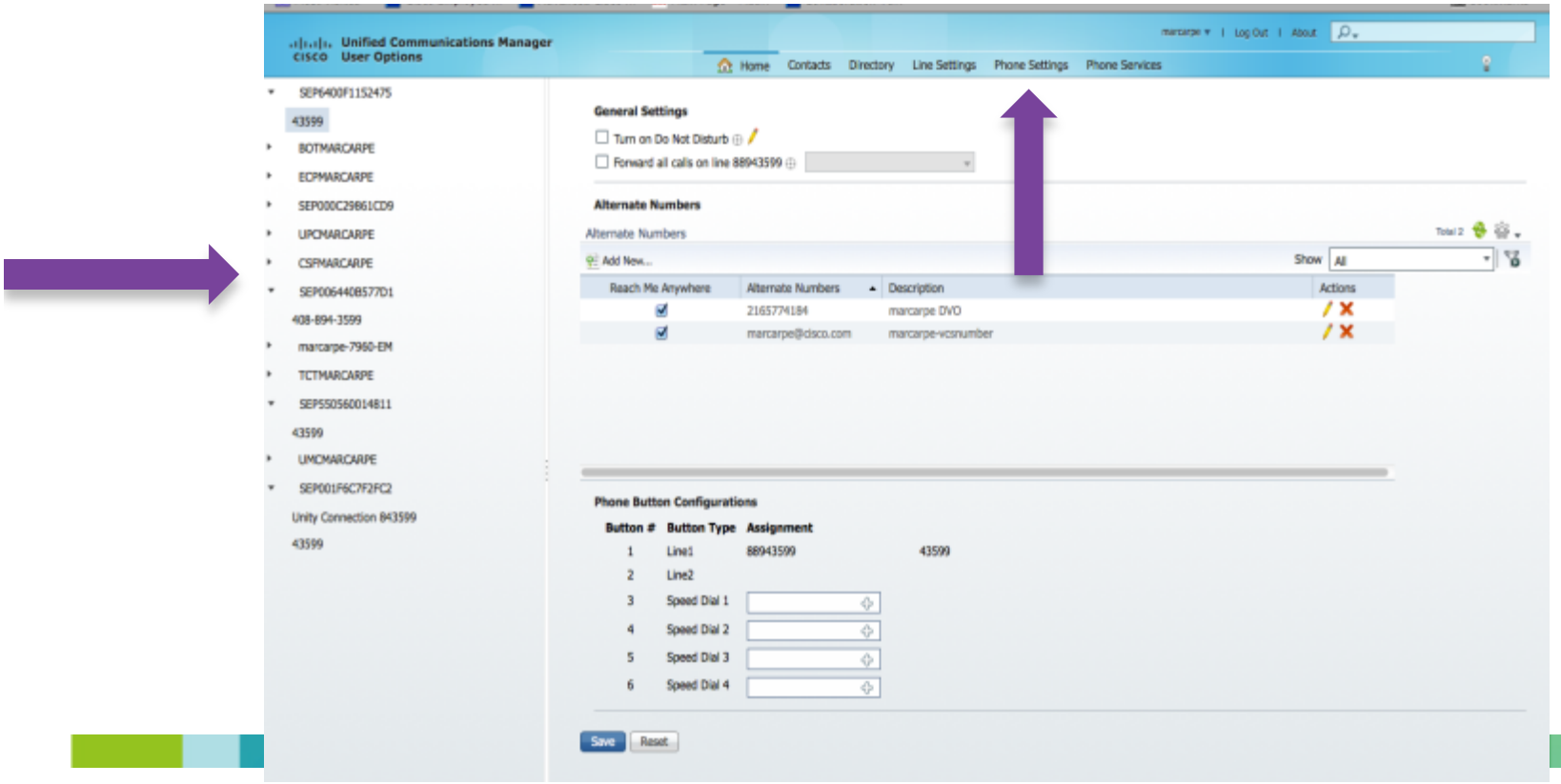
Creating Speed Dial Entries

- You are now logged in to the Communications Manager User Options webpage. If you have more than one device assigned to you, click on the device you wish to add speed dials to in the left hand column, then select Phone Settings.



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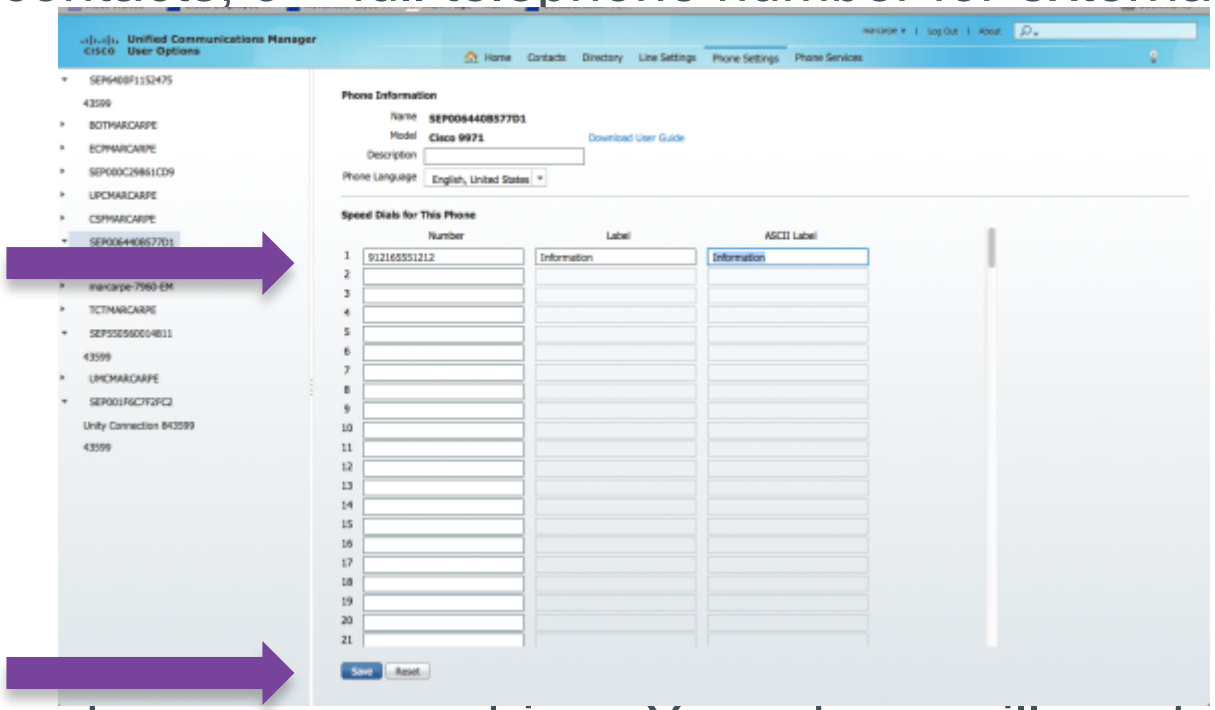
Creating Speed Dial Entries

- You may now complete the Speed Dials for This Phone fields for your speed dial entries. You must enter the phone numbers exactly how you would dial them from your phone. (5-digits for internal contacts, 9 + full telephone number for external numbers)



- Click Save to save your entries. Your phone will reset as it is updated with your new Speed Dial entries.

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Using Speed Dial Entries

If you have open line buttons on your phone, the Speed Dials will fill those lines first. You will be able to tell if a line button is a speed dial by looking for this symbol next to the line button.

You may also dial your Speed Dial entries by lifting your handset, pressing the Speed Dial soft key, enter the corresponding Speed Dial entry number, then press the Speed Dial soft key once more.

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Other Campus Phones

Classroom Phones

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Other Campus Phones

Advanced User Phones

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What's Next?

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What's Next?

- Watch your email for communications regarding when you will receive your new phone.
- When you receive your new phone, it will not have a number assigned. You will be notified when your phone number will transfer from your old phone to your new phone.
- Contact the Technology Support Center (TSC) with any questions.

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Q & A

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Thank you.